

MWI 1280.2

BASELINE

EFFECTIVE DATE: May 14, 1999

EXPIRATION DATE: May 14, 2004

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# **MARSHALL WORK INSTRUCTION**

**CR01**

## **MSFC QUALITY COMMENT SYSTEM**

CHECK THE MASTER LIST at  
<http://starbase.msfc.nasa.gov/directives/directives.htm>  
VERIFY THAT THIS IS THE CORRECT VERSION BEFORE USE

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### DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		5/14/99	Document converted from MSFC-P14.1-C01 to a Directive. Previous history retained in system as part of canceled or superseded ISO Document files.

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## 1. PURPOSE

This instruction establishes the responsibilities and instructions for formally documenting and taking action on customer comments submitted via the MSFC Quality Comment System.

## 2. APPLICABILITY

This instruction is applicable to those MSFC activities within the scope as defined by MPD 1280.1, "Marshall Management Manual" (MMM) that are tasked to deliver a product or service to an outside customer.

## 3. APPLICABLE DOCUMENTS

- a. MPD 1280.1, "Marshall Management Manual"
- b. MPG 8730.3, "Control of Nonconforming Product"
- c. MPG 1280.4, "MSFC Corrective Action System"
- d. MWI 1280.4, "MSFC Quality System Deficiency Notice System"

## 4. REFERENCES

None

## 5. DEFINITIONS

5.1 Customer. Any non-MSFC entity that is a recipient of a MSFC-supplied product or service.

5.2 Quality Comment. The documented result of an MSFC customer communication (e.g., complaint, observation, or compliment) regarding delivered MSFC products and services, documented on MSFC Form 4306.

## 6. INSTRUCTIONS

6.1 The project or performing organization providing the acceptance data package shall assure that a copy of the MSFC Quality Comment Form (MSFC Form 4306) is provided to the customer.

6.2 S&MA will enter all quality comments received from customers into the Quality Comment Log.

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6.3 Customer comments received through other means of communication, including letters and phone calls, shall be transmitted to the Quality Comment Form by the MSFC recipient, and forwarded to the S&MA Director's Office/CR01.

6.3.1 The Quality Comment Form is completed as follows:

MSFC QUALITY COMMENT:

Block 1: Customer Name

Block 2: Date

Block 3: Customer Mailing Address

Block 4: Customer Phone Number

Block 5: MSFC Provider

Block 6: Product or Service Supplied

Block 7: Were you satisfied with the product(s) or service(s):  
Yes or No

Block 8: Please provide your complaints, observations, or compliments

If the customer's requirements were not met, provide the additional information:

Block 9: Requirement Document Number and Title

Block 10: Requirement (Section/Paragraph)

If form completed by MSFC recipient, provide the following:

Block 11: Recipient Name

Block 12: Recipient Organization Code

Block 13: Recipient Phone Number

Blocks 14 and 15 to be completed by S&MA personnel.

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6.4 S&MA assigns a tracking number in block 14, reviews quality comments, and takes one of the following actions:

- a. When a quality comment pertains to a hardware/software nonconformance, S&MA generates a Discrepancy Report (DR), which will be processed in accordance with MPG 8730.3 and MPG 1280.4.
- b. When a quality comment pertains to a deficiency in the MSFC quality management system, S&MA generates a Quality System Deficiency Notice (QSDN), which will be processed in accordance with MWI 1280.4 and MPG 1280.4.
- c. When a quality comment pertains to a nonconformance that does not relate to hardware/software or the quality management system, then it is processed in accordance with MPG 1280.4.
- d. When a quality comment is a compliment, S&MA forwards a copy to the responsible project/organization. The quality comment is closed and no further action is taken.

6.5 S&MA records action taken in block 15 (e.g., number of assigned RCAR, QSDN, DR).

6.6 S&MA returns the completed original quality comment form to the customer and sends a copy to the Quality Records Center.

6.7 S&MA will provide periodic reports, as necessary, to appropriate Center management on the status of quality comments.

## 7. NOTES

None

## 8. SAFETY PRECAUTIONS AND WARNING NOTES

None

## 9. RECORDS

Record copies of the MSFC Quality Comment Form shall be maintained by S&MA for a minimum of 3 years. After 3 years, forms shall be transferred to historical files.

## 10. PERSONNEL TRAINING AND CERTIFICATION

None

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## 11. FLOW DIAGRAM

None

## 12. CANCELLATION

None

Original Signed by

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Director